

Governor's Office Incidents Report

6/1/2010 to 7/1/2010 as of 7/1/2010

Governor's Office

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - FCR Met	
				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	4	4
				2	2
		Total		4	4
				2	2
	Total			4	4
				2	2
	Mobile Devices	Error	None	5	5
				5	5
		Total		5	5
				5	5
	Total			5	5
				5	5
	Network	Password	None	3	3
				3	3
		Total		3	3
				3	3
	Total			3	3
				3	3
	PC/Laptop	Hardware	None	2	2
				2	2

				Low	Total
Capitol Desktop Support	PC/Laptop	Hardware	Total	2 2	2 2
		None	None	5 5	5 5
		Total	Total	5 5	5 5
	Performance	None	None	2 2	2 2
		Total	Total	2 2	2 2
	Total			9 9	9 9
	Print/Copy/Scan/Fax	Incident	None	1 1	1 1
		Total	Total	1 1	1 1
	Total			1 1	1 1
Server	Hardware	None	None	1 1	1 1
		Total	Total	1 1	1 1
	Total			1 1	1 1
	Total			23 21	23 21
	Total				
Help Desk	Telecom	None	None	1 1	1 1
		Total	Total	1 1	1 1
	Total			1 1	1 1

				Low	Total	
Help Desk	Total			1 1	1 1	
Voice Operations	Telecom	Dial Tone	None	1 0	1 0	
			Total	1 0	1 0	
		Hardware	None	1 0	1 0	
			Total	1 0	1 0	
		None	Telephone	1 0	1 0	
			Total	1 0	1 0	
		Voice Mail	None	1 0	1 0	
			Telephone	1 0	1 0	
			Total	2 0	2 0	
		Total		5 0	5 0	
		Total			5 0	5 0
		Total			29 22	29 22

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes. Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

				Top Number - Total Incidents	
				Bottom Number - Missed Initial Response	
				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	40	40
			Total	40	40
		Total		40	40
	Mobile Devices	Error	None	50	50
			Total	50	50
		Total		50	50
	Network	Password	None	30	30
			Total	30	30
		Total		30	30
	PC/Laptop	Hardware	None	20	20
			Total	20	20
		None	50	50	

				Low	Total
Capitol Desktop Support	PC/Laptop	None	Total	50	50
		Performance	None	20	20
			Total	20	20
		Total		90	90
	Print/Copy/Scan/Fax	Incident	None	10	10
			Total	10	10
		Total		10	10
	Server	Hardware	None	10	10
			Total	10	10
		Total		10	10
	Total			230	230
Help Desk	Telecom	None	None	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Voice Operations	Telecom	Dial Tone	None	10	10

				Low	Total
Voice Operations	Telecom	Dial Tone	Total	10	10
		Hardware	None	10	10
			Total	10	10
		None	Telephone	10	10
			Total	10	10
		Voice Mail	None	10	10
			Telephone	10	10
			Total	20	20
		Total			50
	Total			50	50
Total				290	290

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards. Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents Bottom Number -Average time in hours	
				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	4 0.00	4 0.00
			Total	4 0.00	4 0.00
		Total		4 0.00	4 0.00
	Mobile Devices	Error	None	5 0.00	5 0.00
			Total	5 0.00	5 0.00
		Total		5 0.00	5 0.00
	Network	Password	None	3 0.02	3 0.02
			Total	3 0.02	3 0.02
		Total		3 0.02	3 0.02
	PC/Laptop	Hardware	None	2 0.00	2 0.00
			Total	2 0.00	2 0.00
		None	None	5 0.01	5 0.01

				Low	Total
Capitol Desktop Support	PC/Laptop	None	Total	5 0.01	5 0.01
		Performance	None	2 0.02	2 0.02
			Total	2 0.02	2 0.02
		Total		9 0.01	9 0.01
	Print/Copy/Scan/Fax	Incident	None	1 0.06	1 0.06
			Total	1 0.06	1 0.06
		Total		1 0.06	1 0.06
	Server	Hardware	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			23 0.01	23 0.01
Help Desk	Telecom	None	None	1 2.38	1 2.38
			Total	1 2.38	1 2.38
		Total		1 2.38	1 2.38
	Total			1 2.38	1 2.38
Voice Operations	Telecom	Dial Tone	None	1 0.19	1 0.19

				Low	Total
Voice Operations	Telecom	Dial Tone	Total	1 0.19	1 0.19
		Hardware	None	1 0.24	1 0.24
			Total	1 0.24	1 0.24
		None	Telephone	1 0.16	1 0.16
			Total	1 0.16	1 0.16
		Voice Mail	None	1 0.04	1 0.04
			Telephone	1 0.84	1 0.84
			Total	2 0.44	2 0.44
		Total		5 0.29	5 0.29
	Total		5 0.29	5 0.29	
Total			29 0.14	29 0.14	

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	4 0	4 0
			Total	4 0	4 0
		Total		4 0	4 0
	Mobile Devices	Error	None	5 0	5 0
			Total	5 0	5 0
		Total		5 0	5 0
	Network	Password	None	3 0	3 0
			Total	3 0	3 0
		Total		3 0	3 0
	PC/Laptop	Hardware	None	2 0	2 0
			Total	2 0	2 0
		None	None	5 0	5 0

				Low	Total
Capitol Desktop Support	PC/Laptop	None	Total	50	50
		Performance	None	20	20
			Total	20	20
		Total		90	90
	Print/Copy/Scan/Fax	Incident	None	10	10
			Total	10	10
		Total		10	10
	Server	Hardware	None	10	10
			Total	10	10
		Total		10	10
	Total			230	230
Help Desk	Telecom	None	None	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Voice Operations	Telecom	Dial Tone	None	10	10

				Low	Total	
Voice Operations	Telecom	Dial Tone	Total	1 0	1 0	
		Hardware	None	1 0	1 0	
			Total	1 0	1 0	
		None	Telephone	1 0	1 0	
			Total	1 0	1 0	
		Voice Mail	None	1 0	1 0	
			Telephone	1 0	1 0	
			Total	2 0	2 0	
		Total		5 0	5 0	
		Total			5 0	5 0
		Total			29 0	29 0

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards. Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours. Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

				Top Number - Total Incidents	
				Bottom Number - Average time in hours	
				Low	Total
Capitol Desktop Support	_No Tier 2	None	None	4 0.00	4 0.00
			Total	4 0.00	4 0.00
		Total		4 0.00	4 0.00
	Mobile Devices	Error	None	5 0.00	5 0.00
			Total	5 0.00	5 0.00
		Total		5 0.00	5 0.00
	Network	Password	None	3 0.02	3 0.02
			Total	3 0.02	3 0.02
		Total		3 0.02	3 0.02
	PC/Laptop	Hardware	None	2 0.00	2 0.00
			Total	2 0.00	2 0.00
		None	None	5 0.01	5 0.01

				Low	Total
Capitol Desktop Support	PC/Laptop	None	Total	5 0.01	5 0.01
		Performance	None	2 0.02	2 0.02
			Total	2 0.02	2 0.02
		Total		9 0.01	9 0.01
	Print/Copy/Scan/Fax	Incident	None	1 0.06	1 0.06
			Total	1 0.06	1 0.06
		Total		1 0.06	1 0.06
	Server	Hardware	None	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			23 0.01	23 0.01
Help Desk	Telecom	None	None	1 2.38	1 2.38
			Total	1 2.38	1 2.38
		Total		1 2.38	1 2.38
	Total			1 2.38	1 2.38
Voice Operations	Telecom	Dial Tone	None	1 0.30	1 0.30

				Low	Total
Voice Operations	Telecom	Dial Tone	Total	1 0.30	1 0.30
		Hardware	None	1 0.43	1 0.43
			Total	1 0.43	1 0.43
		None	Telephone	1 4.70	1 4.70
			Total	1 4.70	1 4.70
		Voice Mail	None	1 0.08	1 0.08
			Telephone	1 0.84	1 0.84
			Total	2 0.46	2 0.46
		Total			5 1.27
	Total			5 1.27	5 1.27
Total				29 0.31	29 0.31

INC000000135491	_No Tier 2	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135500	_No Tier 2	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135503	_No Tier 2	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135504	_No Tier 2	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
Mobile Devices								
INC000000135482	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135483	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135486	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.00

Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135487	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135490	Mobile Devices	Error	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
Network								
INC000000136428	Network	Password	None		TIR Missed:	No	TIR:	0.04
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.04
INC000000136447	Network	Password	None		TIR Missed:	No	TIR:	0.04
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.04
INC000000150123	Network	Password	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Resolved	TTR Missed:	No	TTR:	0.00
PC/Laptop								
INC000000135484	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135485	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135494	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135495	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135496	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000135499	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000136420	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.04
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.04
INC000000136436	PC/Laptop	None	None		TIR Missed:	No	TIR:	0.03
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.03
INC000000150142	PC/Laptop	Performance	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Resolved	TTR Missed:	No	TTR:	0.00
Print/Copy/Scan/Fax								
INC000000136440	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.06
Capitol Desktop Support	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.06
Server								
INC000000150130	Server	Hardware	None		TIR Missed:	No	TIR:	0.00
Capitol Desktop Support	Governor's Office	Low		Resolved	TTR Missed:	No	TTR:	0.00
Telecom								
INC000000135991	Telecom	Dial Tone	None		TIR Missed:	No	TIR:	0.19
Voice Operations	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.30
INC000000137858	Telecom	None	Telephone		TIR Missed:	No	TIR:	0.16
Voice Operations	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	4.70
INC000000139105	Telecom	Voice Mail	None		TIR Missed:	No	TIR:	0.04
Voice Operations	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.08
INC000000139189	Telecom	Voice Mail	Telephone		TIR Missed:	No	TIR:	0.84
Voice Operations	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.84
INC000000140251	Telecom	None	None		TIR Missed:	No	TIR:	2.38
Help Desk	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	2.38

INC000000140517	Telecom	Hardware	None		TIR Missed:	No	TIR:	0.24
Voice Operations	Governor's Office	Low		Closed	TTR Missed:	No	TTR:	0.43